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# UK Link Committee

8th March 2012

# AGENDA

- **Project Q Update**
- **Access Controls (PAWS)**
  - Access & Navigation
  - Paws E-mails
  - Access to Xoserve Services
- **Contact Lifecycle**
- **Contact Closure**
- **Rejection Codes**
- **Stakeholder Trials**
- **Training**
- **Phase 2 file formats**

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# Progress

Jane Rocky

- Completed Design and CUT
- Commenced System Testing – significant delays experienced due to a number of technical issues
- The number of live technical issues has been reduced but the remaining issues are still causing System Testing to proceed more slowly than planned and will they need to be closed prior to starting UAT
- Performance Testing has commenced and is indicating that additional capacity will be needed to achieve the desired performance
- UAT planning completed
- Stakeholder Trials engagement commenced

- Commenced Phase 2 Detailed Design Workshops
- Workshop schedule is running to plan
- Phase 2 end date will be impacted by the slippage to Phase 1
  
- At CEUG you asked us not to give you a date unless we were certain of it
- We do not have that certainty and so will not be providing you with a date at this meeting
- We will not be delivering to you in June 2012
- We would like to know whether you have any operational concerns that would lead you to preclude Phase1 Go-live over the summer period?

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# Access & Navigation

Dave Ackers

## PAWS (Portal Access Web Service)

A User can only exist once in our security register

Uniqueness of the User I.D. and email address will be tested as part of initial upload validation

One account will provide a user access to the services that they have been granted

An account per Shipper Short Code (SSC) will be a thing of the past

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## PAWS (Portal Access Web Service) Contd.

Organisations that consist of multiple Shippers can have a 'Group' set up

The parent / child structure provides flexibility as to how you set up your User base.

This structure enables 'Parent' Organisations to manage User access controls across span of child organisations

It enables the ability to confine access to 'Child' organisations

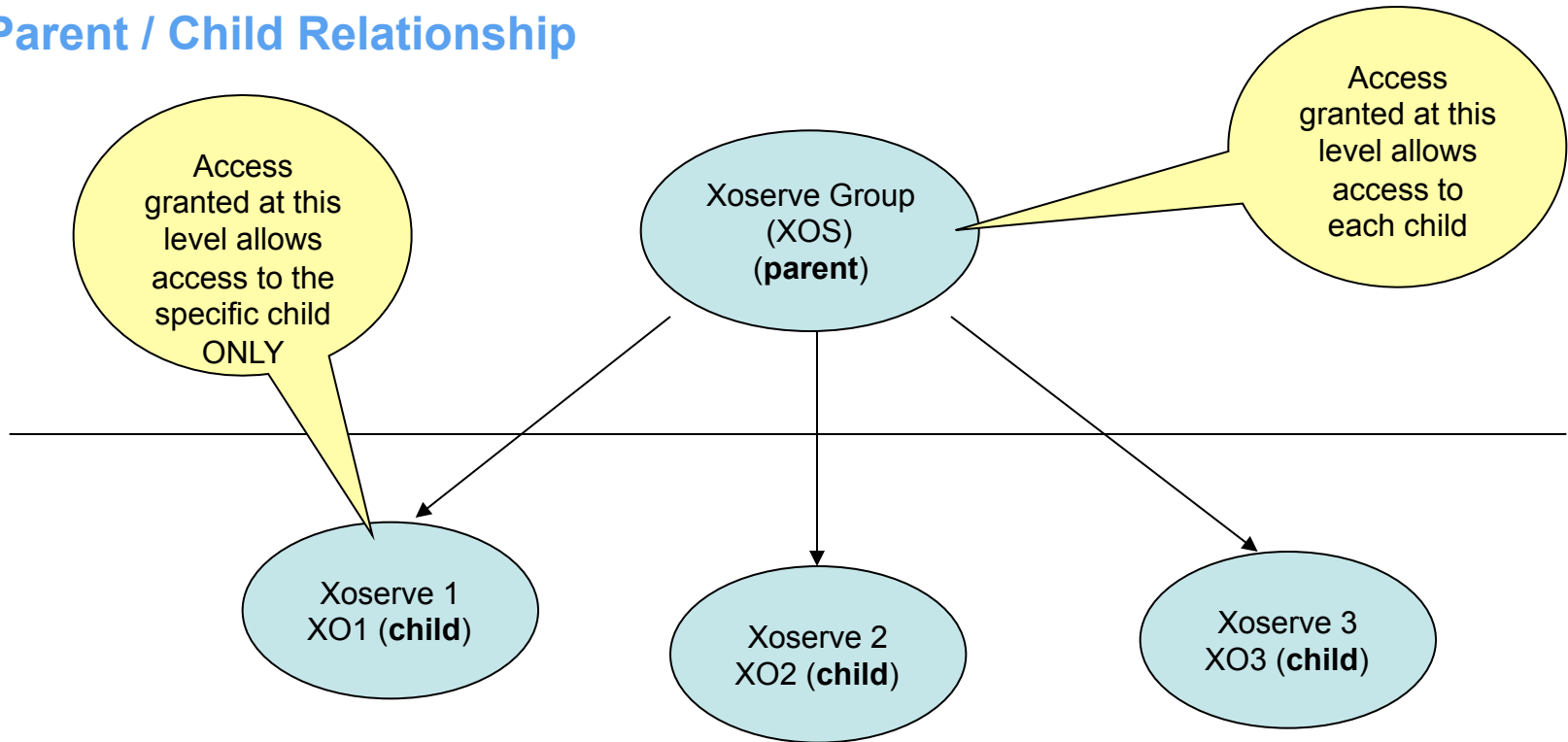
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## Parent / Child Relationship



## How will this happen?

To ensure the correct set up initially, there are a number of data items that Xoserve require from you:-

**User ID (M)** - between 5 and 25 characters in length and not contain Spaces or Commas. It must also be unique for each user.

**Last Name (M)** - length of between 1 and 25 characters.

**First Name (M)** - length of between 1 and 80 characters.

**Middle Name (O)** - length of between 1 and 25 characters where provided.

**Telephone (O)** - between 1 and 80 characters in length where provided.

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## How will this happen? (contd.)

**Email ID (M)** - between 1 and 256 characters in length. It should also contain an @ sign and at least 1 full stop after the @ sign.

**Location (O)** - between 1 and 80 characters in length where provided. Can be your geographical area, or the area within your organisation.

**Organisational Unit (M)** - drop-down list of available options are provided. The options will be determined depending on the Stakeholder or Stakeholder group.

**Role Type (M)** - options available are provided in the drop-down box.

**Q Service (M)** - access level for the Contact Management (user only).

**Supervisor (M)** - indicate if this user requires a Contact Management Admin role.

**NB – Xoserve have developed a spreadsheet that will assist you in meeting this criteria**

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**User ID (M)** - It must also be unique not only for each user within 1 organisation, but across ALL organisations (**first come, first served basis**)

**Email ID (M)** – must be a valid company email address. It must also be unique not only for each user within 1 organisation, but across ALL organisations (**first come, first served basis**)

**Location (O)** – this could be used to pinpoint a team, department, office, area, etc. within your organisation. If this field is to be utilised by the ‘Supervisor’ (via Search) to identify any work o/s then it is important that anything put in this field is typed correctly to minimize effort required.

**Organisational Unit (M)** – this drop down will include any/all ‘child’ organisations + the parent organisation. For those who require access across all children, then the group organisation should be selected. If you only want to grant access to a specific child, then ONLY that child organisation should be chosen.

**Q Service (M)** – Selecting ‘User’ will ensure that access to the Contact Management system will be allowed via the hyperlink from the PAWS Landing Page once the user has logged in successfully.

**Supervisor (M)** – this functionality will allow a named supervisor/s to view/manage any o/s work that colleagues may have in their ‘contact queues’ and in cases of absence, can re-assign work accordingly.

PAWS Related

Contact Management Related

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## What The Template Looks Like.....

Microsoft Excel - PAWS Upload Template v1-2.xls

File Edit View Insert Format Tools Data Window Help Export as CSV

Type a question for help

100% Verdana 10 B I U

A31

	A	B	C	D	E	F	G	H	I	J	K
	USERID	LASTNAME	FIRSTNAME	MIDDLENAME	TELEPHONE	EMAILID	LOCATION	ORGANISATIONALUNIT /COMPANYCODE	ROLE TYPE	Q Service	Supervisor?
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
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15											
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17											
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24											
25											

NB – Completed templates should be emailed to:-

[xoserve.businessfocusteam@xoserve.com](mailto:xoserve.businessfocusteam@xoserve.com)



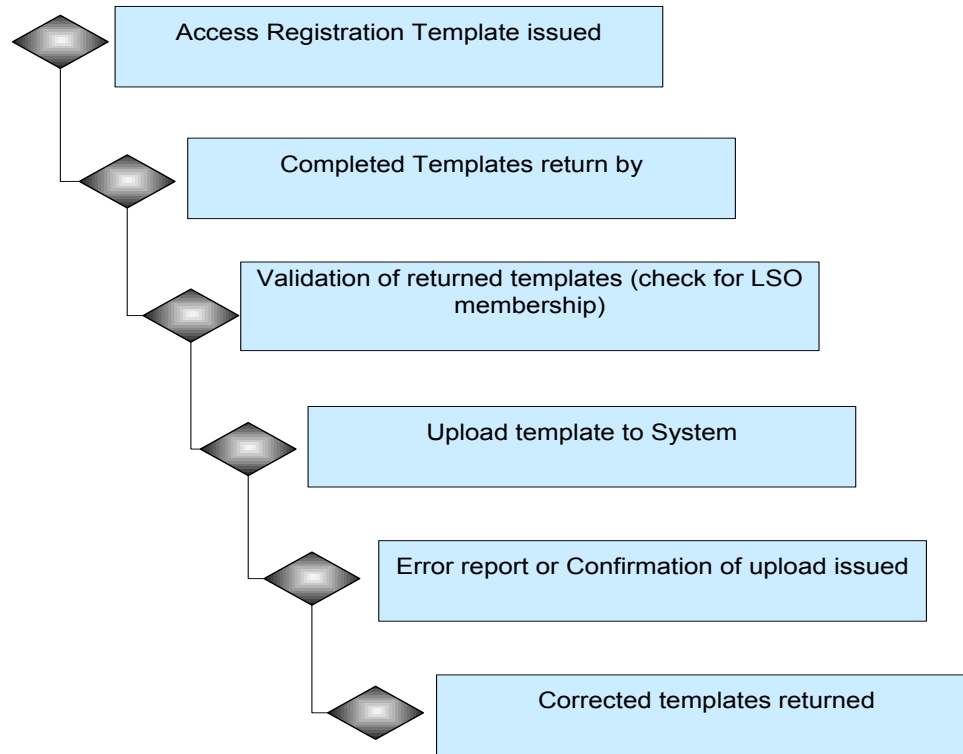
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## What A Failure Looks Like.....

The screenshot shows a Microsoft Excel spreadsheet titled "PAWS Upload Template v1-2.xls". The spreadsheet has five columns: USERID (A), LASTNAME (B), FIRSTNAME (C), MIDDLENAME (D), and TELEPHONE (E). The first row (row 1) contains the column headers. The second row (row 2) contains the data entry "aaa" in the USERID column, which is highlighted in red. A tooltip above the cell reads: "The specified USERID is 3 characters long. The USERID must be between 5 and 25 characters in length." An error dialog box is displayed in the center of the screen with the title "Invalid USER ID input!" and the message "The USER ID must be between 5 and 25 characters in length!" with an "OK" button.

1	USERID	LASTNAME	FIRSTNAME	MIDDLENAME	TELEPHONE
2	aaa				
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
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45					

# Access – Upload Template Timeline



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# Access Controls

## PAWS Emails

Dave Ackers



- Emails are generated by the Portal Access Web Security when....
  - An account is created
  - An account is terminated
  - An account is suspended
  - An account is re-enabled
  - A service (e.g. Contact Management) is activated
  - A service is de-activated
  - A Password has been reset (by User or LSO)
  - A Password is about to expire
  - The Password has expired
  - The account has been unlocked

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# PAWS Example Email – New Account

Subject: New Xoserve Portal Account Creation

< firstname > ,

Your new Xoserve Portal account has been created successfully. The password will be sent via a separate e-mail confirmation shortly.

User ID is: <User ID>

Regards,

Xoserve System Administrator.

Note: This is a system generated mail. Please do not respond.

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# PAWS Example Email – Password Reset

Subject: Password Reset Confirmation

< firstname > ,

Your Password for the Xoserve Portal account has been changed successfully.

Your New Password : < Password >

Regards,

Xoserve System Administrator

Note: This is a system generated mail. Please do not respond.

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# PAWS Example Email – Password Expired

Example PAWS emails that may be received (Password Expired)

Subject: Password Expired Notice

<firstname > ,

The password for your Xoserve Portal account has expired on <DD: MM: YYYY>

Please change your password via link below:

[http://10.121.243.76:7877/am\\_login/login.jsp](http://10.121.243.76:7877/am_login/login.jsp)

Regards,

Xoserve System Administrator.

Note: This is a system generated mail. Please do not respond.

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# Access To Xoserve Services

Dave Ackers

2012

PH1

PH2

**ConQuest - 3,400 Accounts  
(Usage decreasing from Phase 1)**

**Data Enquiry – 16,500 – 20,000 Accounts**

**Contact Management - 1000 - 1500  
Accounts**

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# Two to Three to Two

## Presently

- 3,400 ConQuest accounts – only 1,500 are actively being used
- 16,500 Data Enquiry Accounts – circa 4,000 have been used since it was launched
- An indeterminate number of Users have an account for Data Enquiry and ConQuest

## Phase 1

- Some Users will have an additional account enabled for accessing the Contact Management service

## Phase 2

- For users that require three accounts, they will have a reducing need for ConQuest and will have one account for Contact Management and one for Data Enquiry.

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# Contact Lifecycle

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**LOGIN**

User ID \*

Password \*

[I agree with the Terms of Use](#)

[Forgot Username / Password](#)

**HELP**

If you are experiencing difficulty accessing the service, please contact your Local Security Officer for assistance. Should you be unsure who to contact within your organisation, please contact Xoserve at 0845 6000506 who will be able to assist you.

- Enter a valid User ID & password
- Click 'Terms Of Use'
- Click Login

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# Help Panel on the Login Screen

The Help Panel provides two options to Users; either....

- Find a Local Security Officer
- Contact the Xoserve Helpdesk

Experience following the launch of Data Enquiry

- Users don't know who to turn to within the organisation
- Majority of the calls to the Helpdesk relate to locking

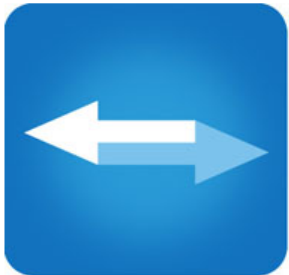
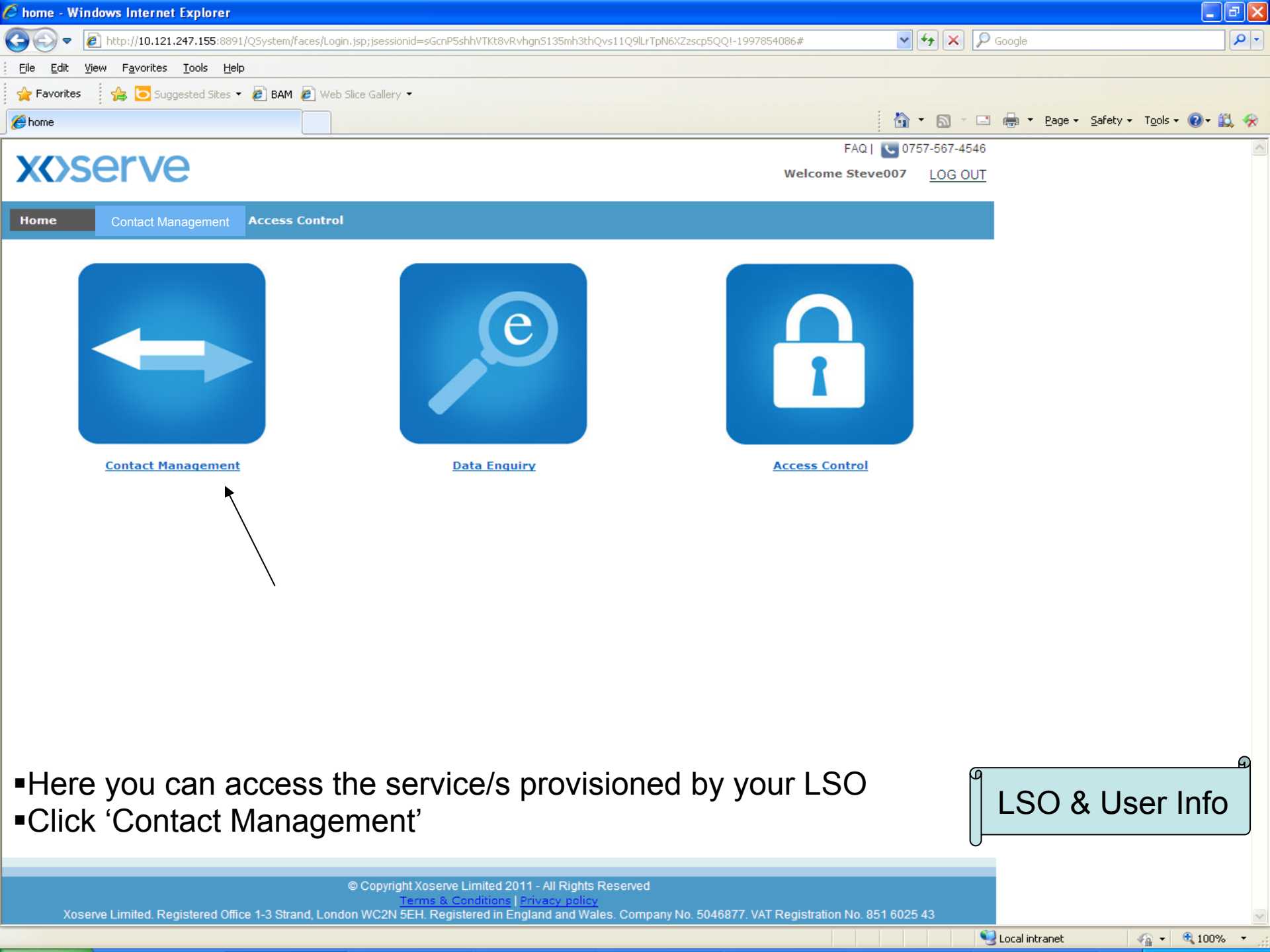
Prior to the launch of the Contact Management service

- It would be prudent to publish a list of LSOs; accessible to your Users
- Ensure that your registered LSOs list is complete and current

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[Contact Management](#)



[Data Enquiry](#)



[Access Control](#)

- Here you can access the service/s provisioned by your LSO
- Click 'Contact Management'

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## Contact Generator



Data Amend Service

--Select--



Invoicing Service

--Select--



Bulk Contact Creation

File Upload

## My Tasks

## Recent Activity

## Contact Support

[Contact Us](#)[Contacts Queue](#)[Contacts Explained](#)

## Search Options

Contact Reference Number

Find

[Advanced Search](#)[File Search](#)[Archive](#)[Configuration Change](#)[Data Clarification](#)

Once at the Q Landing page, a number of options become available:-

User Info

**Contact Generator** Data Amend Service  Invoicing Service  Bulk Contact Creation **My Tasks****Recent Activity****Contact Support****Search Options**

Contact Reference Number

[Advanced Search](#)[File Search](#) [Archive](#) [Configuration Change](#) [Data Clarification](#)

▪ **Contact Generator, allowing the logging of.....**



User Info

Contact Generator

**Data Amend Service** --Select-- ▼

- ADD
- DUP
- MNC
- RFA

Invoicing Service

Bulk Contact Creation File Upload

My Tasks

Recent Activity

Contact Support

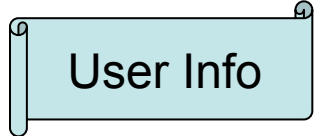
- [Contact Us](#)
- [Contacts Queue](#)
- [Contacts Explained](#)

Search Options

Contact Reference Number  Find [Advanced Search](#) [File Search](#)

[Archive](#)  [Configuration Change](#)  [Data Clarification](#)

▪ 'Operational' contacts via web entry



## Contact Generator

Data Amend Service --Select-

Invoicing Service --Select-

Bulk Contact Creation

- DMR
- INV
- ZZZ

## My Tasks

## Recent Activity

## Contact Support

[Contact Us](#)[Contacts Queue](#)[Contacts Explained](#)

## Search Options

Contact Reference Number

[Advanced Search](#)[File Search](#) [Archive](#) [Configuration Change](#) [Data Clarification](#)

▪& relevant 'Invoicing' contacts via web entry

## Contact Generator



Data Amend Service

--Select--



Invoicing Service

--Select--



Bulk Contact Creation

File Upload

## My Tasks

## Recent Activity

## Contact Support

Contact Us

Contacts Queue

Contacts Explained

## Search Options

Contact Reference Number

Find

[Advanced Search](#)[File Search](#)[Archive](#)[Configuration Change](#)[Data Clarification](#)

▪ Or via the Bulk Contact Creation option (.QMP files)

User Info



## Contact Generator

Data Amend Service

Invoicing Service

Bulk Contact Creation

## My Tasks

DUP – 123456 - WPUD  
MNC – 234567 - ADCF

## Recent Activity

## Contact Support

## Search Options

[Advanced Search](#)[File Search](#) [Archive](#) [Configuration Change](#) [Data Clarification](#)

## My Tasks

- will detail any CCs (Configuration Changes) we have sent to you
- Or, any DCs (Data Clarifications) we have sent to you

## Contact Generator

Data Amend Service

Invoicing Service

Bulk Contact Creation

## My Tasks

## Recent Activity

ADD – 234567 - DCFR

DUP – 234567 - CCFR

## Contact Support

Contact Us

Contacts Queue

Contacts Explained

## Search Options

Contact Reference Number

Find

[Advanced Search](#)

[File Search](#)

[Archive](#)

[Configuration Change](#)

[Data Clarification](#)

- **Recent Activity** (the last 10 interactions)
- Which will detail any contacts you have logged via the screen
- Or, any DCs (Data Clarifications) that you have responded to
- Or, any CCs (Configuration Changes) that you have responded to

User Info

## Contact Generator

Data Amend Service

Invoicing Service

Bulk Contact Creation

## My Tasks

## Recent Activity

Contact Support

Contact Us

Contacts Queue

Contacts Explained

## Search Options

 Contact Reference Number 

[Advanced Search](#)
[File Search](#)
 [Archive](#)
 [Configuration Change](#)
 [Data Clarification](#)

- **Contact Support**
- **Contact Us** – Xoserve support contact details
- **Contacts Queues** – where you can progress relevant contacts
- **Contacts Explained** – a document containing descriptions of each Contact Code

User Info

**ADD** | **ADD**ress Amendment**Description**

A challenge to the address that we hold on the UK Link system which you consider is in line with a PAF valid format and improves the recorded address.

ADD contact is subject to MOD565 Standards of Service.

**Before you get started**

- Check that you have ownership of the site, if unconfirmed raise a UNC contact
- Check the address format is PAF valid
- Check 'Data Enquiry' to see how the address is recorded
- Provide indication if the address will appear in UK Link more than once, i.e. multi service site
- Ensure you have all mandatory data

**Mandatory Data Requirements****Name**

* Originator Code (Stakeholder Short Code)	Bulk Upload/IX only
* User ID	Bulk Upload/IX only
* Contact Code	Bulk Upload/IX only
* Meter Point Reference Number (MPRN)	
* Confirmation Number	
* Current Address Principle Street Name	
* Current Address Post Town	
* Current Address Postcode	
* Proposed Address Principle Street Name	
* Proposed Address Post Town	
* Proposed Address Postcode	
* Type of Site (Domestic/Industrial)	

**Submission Method**

- Screen Entry
- Bulk Upload via QMP File
- IX Submission via QMP File

**Typical reasons for an invalid contact**

- Site not in your ownership
- Address does not match postal address format
- Meter point registered on one of the IGT networks
- No change needed to any part of the address
- The contact is a repeat of one we have already actioned
- Multi service site not selected

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## Contact Generator

Data Amend Service

Invoicing Service

Bulk Contact Creation

## My Tasks

## Recent Activity

## Contact Support

## Search Options

Archive

Configuration Change
  Data Clarification

## Search Options

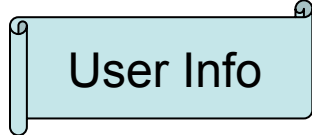
**Contact Reference Number search (CRN)** – Enter a CRN and click Find (pinpoints a specific contact which is open or closed)

**Advanced search** – Locate a contact/s using more specific search criteria

**File search** – Locate uploaded .QMP file using the filename

**CC/DC Search** – Locate DC/CCs using more specific search criteria

**Archive Search** – Locate contacts from the ConQuest system





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# Contact Closure

Dave Ackers

**Current process:-**

Where Xoserve has resolved one or more contacts in a given day, **ONE** consolidated file containing all of these closures (.QCL file) is generated and sent to you via IX, comprising of a header, detail & footer record. This file provides detail of the resolution of your contact e.g.

"A00",434,"QCL",20120202,201520,141737 **Header**

"QCL","Xoserve",434,,"Mr Steve Deery","OPS","PRS","QMP001234567","N","I","018017, SW",  
44444444,555555555,"15/02/2012","CLRD","10/02/2012","Meter Link code  
incorrectly recorded as Freestanding? We believe that MPRN 44444444 MSN 222222 is  
not Freestanding but is a Prime supplying Sub Deduct MPRN 55555555, MSN 333333.  
Please arrange a site visit to confirm the true meter relationship. Full access details are  
provided in the Access Information field.", " ", "**As we have not received substantial Data  
Clarification response to resolve your contact within the agreed timescales, this contact  
has been closed by ConQuest.**", "" , "" , "" , "" , "" , "Invalid" ,,,,,, "" ,,,,, "N", ""

**Detail**

"Z99",1 **Footer**




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## New process:-

In addition to the .QCL file that will be submitted via IX (as per previous slide), the **Contact Originator** will also receive a personal, consolidated email from the Q system on a daily\* basis. The message will be similar to the example shown below:-

Dear [first name],

The following contacts, raised by you, have been processed today:-

```
203468,"CLRD","INVALID","DUP"  
203473,"CLRD","VALID","ADD"  
203481,"CLRD","VALID","ADD"  
203487,"CLRD","INVALID","ISO"  
203494,"CLRD","VALID","ISO"  
203500,"CLRD","VALID","MNC"  
203575,"CLRD","INVALID","MNC"
```

The resolution of these contacts can be reviewed in the Contact Management system.

**Xoserve - Customer Operations**

Please do not respond to this message as it is has been generated automatically from the Contact Management system

•The contact originator will only receive a consolidated file from the Q System **IF** a contact/s has/have been cleared within the day. The email will be sent around 7.30pm.

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# Stakeholder Trials Update

Dave Ackers

# Stakeholder Trials Headlines

- 8 Shipper Organisations participating in Phase 1 Trials
- Approach Workshop held on 31<sup>st</sup> January 2012
- Stakeholders Trials Group, discussed & agreed:-
  - The approach to the Trials
  - Scope of trials; functions to be tested during trials
    - Logging a Contact – single and bulk upload, Top 50, & PSCs
    - Correspondence – receiving & responding to DC & CC
    - Search – new and old closed ConQuest contacts
    - File responses
  - Preparation activities required & current timeline
  - Training; where – when - how
  - Communications; before – during – post
  - Controls; method of reporting progress & raising observations
- Stakeholder Trials communications information will be made available on Xoserve Website

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# Proposed Trials Schedule

Process	Day	No. Of Contacts Per Organisation	Method
PAWS	1		Web*
ADD / UNC	2	10	Web / Bulk Upload
MNC / FOM	3	10	Web / Bulk Upload
DUP inc CC	4	2	Web*
DMQ/PRS	5	2	Web*
RFA	6	2	Web*
ISO inc DC	7	2	Web*
GEN OPS	8	1	Web*
GEN INV	8	1	Web*
PSC	8	1	Web*

Web\* - You may submit further bulk uploads for these processes, however Xoserve will not be able to resource the end-to end testing of these

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# Proposed Trials Schedule

- Xoserve will issue the relevant QMJ,QMR & QCL files via e-mail on days two and three
- Xoserve will not limit the amount of contacts you generate but will respond as shown on the previous slide
- We will endeavour to respond on the same day
- To test 'Top 50' you will need to log on 50+ contacts to test the incremental count and to test that the 51<sup>st</sup> is not included.

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# Training

Dave Ackers

# Training for the Trials

## Tranche 1

**This training is for meeting the needs for Trial participants**

**Training Venue:- 31 Homer Road, Conference Room 1**

**Room capacity :- 10 per day**

**Target Audience :- Those who will be involved in the Trials**

**Date:- To be arranged**

**Format :- Tuition via a PC and handout material for reference**

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## Tranche 2

**This training will be repeated to those who you elect to train others**

- **We will aim to train approximately 10 individuals from each organisation over a two week period**

**Venue – 31 Homer Road**

**Date – TBC**

**Capacity – 10 per day**

**Format - Tuition via a PC and handout material for reference**

- **We expect Access Controls & Contact Management training to take about half a day for each subject. The training schedule will be formatted to take into account attendees and the training they require. This is applicable for Tranche 1 & Tranche 2 training.**

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# Classroom Training

Our Classroom training will consist of the following:

- **PPT Slides:** These will either showcase the system components or aid our interactive training
- **Participant Guide:** To guide you through the training
- **Instructor Guide:** For our use and also for you when you cascade the training
- **Job Aids/Reference Guides:** To enhance your learning and to refer to at a later date
- **Work Instruction:** To illustrate System Navigation and use

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# Training – Access Controls

## Account Management – LSO's only

- Create a User
- Delete a User
- Suspend a User
- Assign a User to Organisation
- De assign a User from Organisation
- Set up Service

## Password Management – LSO's & Users

- Password Structure
- Lock out after 3 attempts
- Notification to change password
- Changing password
- Password history
- Edit account/profile
- Forgot Password
- Reset Password

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# Training – Contact Management

## Logging a Contact – User Specific

- How to Log on to the System
- How to raise single Contacts – via screen
- How to generate Contacts – bulk upload
- How to send Contacts – via IX
- Top 50

## Correspondence – User specific

- Receive & Respond to a DC
- Receive & Respond to a CC

## Raising a PSC (previously submitted contact) – User specific

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## Search – User specific

- **Basic Search**
  - Pinpoints a specific contact which is open or closed
- **Advanced Search**
  - Locate a single or multiple contacts using specific criteria
- **File Search**
  - Locate .QMP file using the filename
- **Correspondence Search**
  - Locate DC/CC's using specific criteria

## File Responses – User specific

- **Status of the file i.e. received, processed or pending**
- **Status of the individual record i.e. accepted/rejected**

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# Training – Computer Based Training

A little information about our Computer based Training design:

- **MENU:** Easy to use and with user-friendly navigation
- **Engaging Content:** Visually appealing, engaging multimedia presentation
- **Graphics:** Appropriate use of illustrations and visuals to help in content understanding
- **Case Scenarios:** To enable learners to construct their learning in a guided manner through the relevant modules
- **Help Menu:** To explain general navigation and usability

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# Training – Computer Based Training

- **Introduction to the modules**
  - High level appreciation of the Contact Management Service
  - Menu of the content of each module
  - The objectives/aims of this training aid
- **The Lifecycle of a Contact**
  - Explanation of the point of entry
  - Treatment of your contact when it arrives
  - Contact conclusion
- **Lets go In!**
  - Unique information opens the system
  - If you've forgotten these, we'll help
- **Background**
- **Information**
- **Training**

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# Training – Computer Based Training

- **Your Control Panel**
  - Where do you generate a contact?
  - Tasks for you to do
  - Searching for open/closed contacts
- **Raising your Contact**
  - The options available
  - The validations that will take place
  - Walking you through
- **Corresponding with each other**
  - Where you will find your DC/CC
  - How to complete a DC/CC
- **Information & Training**
- **Information & Training**
- **Information & Training**

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# Training – Computer Based Training

- **Location, Location, Location**
  - Where to locate open/closed or migrated contacts
  - Where to locate correspondence requests
  - Which search functionality to use
- **Contact Conclusion**
  - How do you know your contact is resolved
  - Case Event Descriptions explained
  - How do I challenge a response?
- **LSO Specific**
  - How to manage accounts
  - Account & password management explained
- **Training**
- **Information & Training**
- **Training**

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# Phase 2 File Formats

Jane Rocky



# Phase 2 File Formats

File Name	Brief Description	Process	I/O	New/ Existing	Shipper	Network	Comments
QMP	Input file for logging contact		I	Existing	Y	-	Phase 1 & 2 files: these are <b>EXISTING</b> files.
QMJ	QMP file rejection details		O	Existing	Y	-	
QMR	Response from QMP		O	Existing	Y	-	
QCL	Contact closure information	All	O	Existing	Y	Y	
QEX	Contact status change update	All	O	Existing	Y	Y	
ABU	Charge Approval file	Filter Failure	I	Existing	Y	-	Phase 2 files: these are <b>EXISTING</b> files within the Filter Failure processes and no changes have been identified as part of design for Q.
CBU	Consumption Adjustment file	Filter Failure	I	Existing	Y	-	
ACF	Charge Approval response	Filter Failure	O	Existing	Y	-	
CCF	Consumption Adjustment response	Filter Failure	O	Existing	Y	-	
APR	ABU file rejection details	Filter Failure	O	Existing	Y	-	
CRJ	CBU file rejection details	Filter Failure	O	Existing	Y	-	
FFD	Bulk download of Filter Failure contacts	Filter Failure	O	Existing	Y	-	Phase 2 files: these are <b>EXISTING</b> files within the Filter Failure processes and no changes have been identified as part of design for Q.
SUI	Incentive Invoice supporting information	Filter Failure	O	Existing	Y	-	
SUJ	Sharing Invoice supporting information	Filter Failure	O	Existing	Y	-	
USP	User Pays Invoice supporting information	MUR, Filter Failure	O	Existing	Y	-	Existing file format; propose to introduced two new records for Phase 2 implementation.

